Convergence
2019 MATRC Summit
What does Convergence look like to you?
Agenda

What does Convergence look like to you?
As New River moves north into SW VA
Bluestone River

New River flowing North

Muddy Creek

Dry Creek

Greenbrier River

Piney Creek

Laurel Creek

*Meadow Creek

Wolf Creek

Laurel/Second Creek

Glade Creek

Bluestone River
New River flowing north, meets Gauley River

Twentymile Creek
Loop Creek
Kanawha River
New River
Gauley River
Meadow River
Anglins Creek
Manns Creek
Homyiny Creek
Big Clear Creek
Little Clear Creek
Kanawha River flowing northwest

Point Pleasant, WV
Kanawha River
Hurricane Creek
Coal River
Cabin Creek
Pocatalley River
Thirteen Creek
Elk River
Kanawha River
Gauley River
New River
Ohio River flows west, collecting nearly all KY natural water. What happens at Point Pleasant, WV?
Wickliffe, KY
Ohio River
Tennessee River
Massac Creek
*Bayou Creek
What does this have to do with Convergence?
Facilitating Convergence

1. Stay curious
2. Be a resource
3. Admit what you don’t know
4. Give YOUR best
Facilitating Convergence

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Social Researcher, Author

• Enlightened Leadership
• Questions – answers are in the room
• Quality of information we get is dependent on the quality of questions we ask
Polling
Questions

• Greatest challenge in telehealth?
• Greatest success?
• One question you’ve been asking yourself related to your role?
Facilitating Convergence

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R. Mark Crowe
“Is it just me, or is IT a pain in the [backside] in every organization?”

• Business Relationship Managers
• Attending meetings, talking with execs, learning and understanding strategic goals, create value plan to meet those goals (value proposition)
• Surgeon with problem talks to BRM
• Value plan is brought to IT evaluation board. Prioritize it and see what they can do to meet it
• Goes to Scale people who understand technology broad and deep
New IT Organization: How We Fit Together

Business Relationship Mgt.
• Align with business lines for service management
• IT Partnership with the business

Feasibility
• Pipeline management for new IT innovation

Run Operations
• Consolidate systems & skills
• Best Practice service Models (ITIL)
• Enables cost-effective growth
• Infrastructure, App Management & Development, IT Support

Strategy & Risk Management
• IT Security and Risk
• Project Management & PMO
• Functions aligned to the Office of the CIO

Innovate

Our Customers

Scale

Process
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I wanted you, I hired you
What does Convergence look like to you?
THIS is what CONVERGENCE looks like
Facilitating Convergence

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Facilitating Convergence

Stay curious

• World’s most interestED man or woman
• Answers are in the room
• None of us is as smart as all of us
• “What is your greatest challenge in telehealth?”
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Be a Resource

• Trust your experience
• Trust your gut
• Trust your ability to make a difference
• Trust what you feel you should share
Understanding the equipment, the materials...combined with statistics and applied research...plus the education expertise...all came together in a very serendipitous way. I could not have planned it. But that’s the way it came out.
Rob Sprang

“I think many people in the room find that everything they did before telehealth was serendipitous because none of us prepared for a career in telehealth. Our individual experiences simply led us to a chance meeting with telehealth.”
Steve North

- Applying for med school
- Teacher – saw needs
- Med school
- Telehealth
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Admit what you don’t know

• We are at our sharpest when we’re in over our heads – Liz Wiseman

• If we do this, we can ask the right questions
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Give Your Best

• No one else can fill your role
• Gifts, talents, abilities, background
• It’s what we need – streams don’t question
What does Convergence look like?
THIS is what Convergence looks like
THIS is what Convergence looks like
Panel introductions and housekeeping items

- Panel
  - Tim Bickel, University of Louisville
  - Rob Sprang, University of Kentucky

THIS is also what Convergence looks like
What does Convergence look like to you?
Jeffrey Luftig

“I executed the opportunities that came along that allowed me to leverage [my education and experience]. Edison once said that in life everyone is presented with the same number of opportunities; most people don’t take advantage of them because opportunity usually shows up in overalls looking like work.”
Let’s get to work

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